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**SCULLY, SCOTT, MURPHY
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To: Examiner: Matthew L. Brooks
Group Art Unit: 3629
Confirmation No.: 1976

From: John S. Sensny, Esq.

Fax: 703-872-9306

Pages: 23 (Including fax cover sheet)

Phone:

Date: June 16, 2005

Re: Applicant: Sridhar Krishnamoorthy
Serial No.: 10/796,345
Filed: March 9, 2004
For: "METHOD, SYSTEM AND
PROGRAM FOR INTEGRATED SERVICE
MANAGEMENT"
Docket: END920030147US1 (17238)
JSS:jy

CC

AMENDMENT UNDER 37 C.F.R. §1.111**TRANSMITTED HEREWITH:**

1. Amendment Transmittal Letter (in duplicate);
2. Amendment under 37 C.F.R. §1.111; and
3. Certificate of Facsimile Transmission, dated June 16, 2005 (in duplicate).

FOR:

Applicants: Sridhar Krishnamoorthy
Serial No.: 10/796,345
Filed: March 9, 2004
For: "METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"
Docket: END920030147US1 (17238)
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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): Sridhar Krishnamoorthy		Docket No. END920030147US1 (17238)	
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629

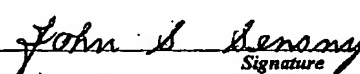
Invention: **METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT**

I hereby certify that this AMENDMENT UNDER 37 C.F.R. §1.111
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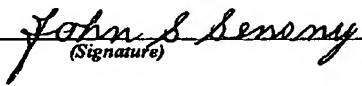
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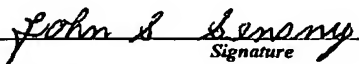
P18REV02

AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. END920030147US1 (17238)	
Applicant(s): Sridhar Krishamoorthy						
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Customer No. 23389	Group Art Unit 3629	Confirmation No. 1976	
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT						
<u>COMMISSIONER FOR PATENTS:</u>						
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.						
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	19 -	20 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0457/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.						
 _____ John S. Sensny Registration No. 28,757 Scully, Scott, Murphy & Presser 400 Garden City Plaza - Suite 300 Garden City, New York 11530 (516) 742-4343 cc: JSS:jj			Dated: June 16, 2005 <div style="border: 1px solid black; padding: 5px;"><p>I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)]</p><p>_____ (Date)</p><p>_____ Signature of Person Mailing Correspondence</p><p>_____ Typed or Printed Name of Person Mailing Correspondence</p></div>			

P11LARGE/REV09

CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): Sridhar Krishnamoorthy		Docket No. END920030147US1 (17238)	
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Group Art Unit 3629
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT			
<p>I hereby certify that this <u>AMENDMENT UNDER 37 C.F.R. §1.111</u> <i>(Identify type of correspondence)</i></p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>(703) 872-9306</u>)</p> <p>on <u>June 16, 2005</u> <i>(Date)</i></p> <div style="text-align: right; margin-top: 100px;"> <u>John S. Sensny</u> <i>(Typed or Printed Name of Person Signing Certificate)</i> <u></u> <i>(Signature)</i> </div>			
<p>Note: Each paper must have its own certificate of mailing.</p>			

P18/REV02

AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. END920030147US1 (17238)	
Applicant(s): Sridhar Krishamoorthy						
Application No. 10/796,345	Filing Date March 9, 2004	Examiner Matthew L. Brooks	Customer No. 23389	Group Art Unit 3629	Confirmation No. 1976	
Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT						
<u>COMMISSIONER FOR PATENTS:</u>						
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.						
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	19 -	20 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0457/IBM <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.						
 _____ John S. Sensny Registration No. 28,757 Scully, Scott, Murphy & Presser 400 Garden City Plaza - Suite 300 Garden City, New York 11530 (516) 742-4343 cc: JSS:jy			Dated: June 16, 2005 <div style="border: 1px solid black; padding: 5px;"><p>I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____</p><p>_____ (Date)</p><p>_____ Signature of Person Mailing Correspondence</p><p>_____ Typed or Printed Name of Person Mailing Correspondence</p></div>			

P11LARGE/REV09

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Matthew L. Brooks
Serial No.:	10/796,345	Art Unit:	3629
Filed:	March 9, 2004	Docket:	END920030147US1 (17238)
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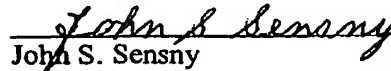
Confirmation No.: 1976Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT UNDER 37 C.F.R. §1.111**

Sir:

In response to the Office Action dated April 21, 2005, please amend the subject patent application as follows.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: June 16, 2005
John S. Sensny

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